

What About Us?



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Tips, Tricks and Best Practices for a Successful Career in Refugee Employment
Based on Conversations with 120 Front-Line Refugee Employment Service Providers

The Role of Supervisors

Staff Meetings

- Hold Regular Meetings with All Staff
- Weekly, Monthly or Quarterly
- Present Success Stories
- Do Fun Tasks to Take Minds off of Stress

TIPS



Get out of the Office



Focus on Teambuilding

Supervisory Check-Ins

- Hold Regular Check-ins with Individual Staff
- Encourage Staff to Utilize Creativity
- Show Gratitude to Staff
- Let Staff be Heard

FEEDBACK



- Staff Should have the Ability to Provide Feedback
- Need Mechanism for Supervisor Feedback
- Supervisors should be open to Feedback

Time Management

Efficiency

- Schedule Tasks Efficiently
- Standardized Case Notes
- Schedule "No Client Service" Days



Staff Structure

- Cross-training Provides Program Sustainability
- Share Responsibility
- Ability to Share Workload

DATA

- Data Management Systems
- Data can Help Staff Recognize Accomplishments



TEAMS

- Teams Help Each Other
- Working Better as a Team to be more Efficient



Professional Development



In-Person Trainings



Webinars



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TIPS

- Ask National VolAg about Trainings
- Mandatory Professional Development
- Signup Staff for Higher Resources
- Quarterly Staff Training Days